Connor Meeks

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Data Analyst | FedEx
05/2022 - Present
- FedEx Services - Business Intelligence and Analytics
- Developed an NLP text classification algorithm to generate topics from Salesforce comments. Interpreted these topics to provide recommendations on increasing SLA performance and decreasing case reopen rates.
- Led the analysis of Network 2.0, an initiative to improve on-time delivery performance by unifying the FedEx Express and FedEx Ground networks through last mile optimization.
- Collaborated with data science and software engineering teams to define business logic, interpret complex data sources, and develop new data pipelines.
- Created dashboards, defined key performance indicators, and provided strategic insights to executive leadership on sales and operational metrics.
- Technologies: SQL, Python, Power BI, Jupyter, SQL Server, Microsoft Azure, Google Cloud Platform

Software Developer | FedEx
08/2019 - 05/2022
- FedEx Logistics - Financial Information Technology
- Migrated all financial software supporting $2B in revenue from legacy on-premise systems to the cloud.
- Integrated third party tools for accounting and business intelligence into the financial system architecture.
- Maintained financial data marts, revenue data warehouses, reporting data pipelines, code repositories, technical documentation and architecture diagrams.
- Resolved over 200 production support tickets, security vulnerabilities, and deprecated libraries.
- Technologies: SQL, Linux Shell Scripts, Java, Git, Tomcat, Maven, Oracle Cloud Infrastructure

Process Improvement Analyst | FedEx
05/2018 - 08/2019
- FedEx Express - Operations Analysis and Service Improvement
- Served as a liaison between operations, engineering and customers to increase on-time delivery performance.
- Secured $150M in revenue for customers at risk due to service.
- Created presentations and reporting for multiple global process improvement initiatives.
- Technologies: SQL, Spotfire, Teradata

Mobile Development Intern | FedEx
05/2017 - 08/2017
- FedEx Express - Global Applications and Tools
- Developed a cross platform mobile application to watch training videos.
- Technologies: C#, Xamarin

Software Engineer Intern | Kuehne + Nagel
05/2016 - 08/2016
- Developed a full stack web application to parse the cron scheduling daemon.
- Technologies: Python, Django, Javascript, HTML, CSS

B.S. Electrical Engineering | Christian Brothers University
08/2014 - 05/2018
- GPA 3.82, Summa Cum Laude, Mathematics Minor
- Tau Kappa Epsilon, Theta Tau, Tau Beta Pi, Alpha Chi, IEEE
- Published a research paper "On Image Enhancement for Edge Detection"